

IMPERIAL



Safe and Secure

**A guide to staying safe
at Imperial**

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Here to help

24/7

Introduction

Welcome to Imperial College London! We hope you have a great time studying here and enjoying all that this wonderful city has to offer.

Moving to London and starting university can be an exciting and overwhelming time, and with so many changes to adjust to, you can easily forget to take care of yourself. Imperial's Security and Community Safety team are here to ensure your safety on campus.

Our priority is protecting you, our staff and our visitors from harm and making sure that the campus is a safe, welcoming and inclusive space.

We want you to have the best possible experience while you are here and we are committed to providing a professional and supportive service throughout your time with us. Whilst London is a safe place to study and live in, we want to work in partnership with you so that you do not put yourself at risk.

This short guide contains tips and advice on staying safe and secure at Imperial and beyond so that you can focus on enjoying your time here.



Personal safety

London is a safe city to live, study and explore, and these tips will help ensure your personal safety while you are at Imperial. Staying safe at university, and taking responsibility for your own wellbeing, is mostly common sense.

Check your surroundings: If you're using your phone in public or are getting cash from an ATM, take extra care. Walking around in London is generally safe but avoid walking alone late at night if possible. If you are alone, stick to busy and well-lit areas.

Power up: If you are going out for the evening, charge your phone and carry an additional battery pack with you.

Plan ahead: Plan your journey home using an app like Citymapper so that you don't find yourself lost at the end of the night. Never use an unlicensed taxi. They are often waiting outside bars/clubs offering cheap fares, which might seem tempting, but they are completely unregulated. Instead, hop in a licensed black cab or use a ride hailing app like Uber.

Look out for each other: If you can, travel home with your mates and don't leave anyone behind unless you've agreed a change of plan first.

Know your limits: If you are drinking alcohol, then stay safe and in control. Drink water as well as alcohol and don't drink on an empty stomach. If you think your drink may have been spiked, tell someone and ask for help.

Be in the know: Controlled drugs are illegal and dangerous. If you are caught with drugs you risk being arrested, and may face disciplinary action from Imperial. There is also the risk that you are taking something that is contaminated or has been mis-sold to you.

Watch for scams: scams are where criminals impersonate people in authority or those in need. Verify identities and never share personal information without confirmation that they are who they say they are.

Set up Emergency SOS on your mobile phone: When activated it will call the emergency services, share location information and can message emergency contacts. Once set up, triggering a response will normally involve something like pressing the power button five times. It can be programmed to be noisy or discreet. It can be cancelled if activated in error.

Imperial IDs and Lanyards: When you're on university grounds, certain areas are restricted by locks or with card access. Do not allow people to 'tailgate' you into these areas. Where appropriate, wear your Imperial ID and lanyard while on campus to help identify yourself as a member of the Imperial community.



Good to know



Personal attack alarms are available free from the Security Office at South Kensington.



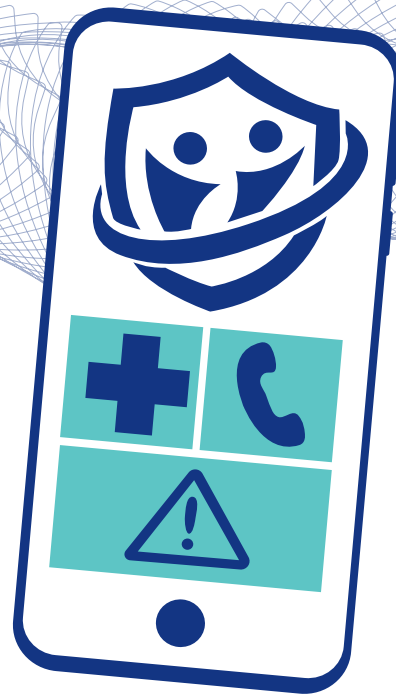
If you are concerned about your own or a friend's use of alcohol or drugs, you can find support online at the Imperial Student Support Zone at: imperial.ac.uk/student-support-zone



You can contact Security for first aid assistance by phone (020 7589 1000) or through the SafeZone app (see pg 6).

SafeZone

Here to help 24/7



SafeZone is Imperial's free safety app that connects you directly to the Security and Community Safety team whenever you need urgent help.

Whether you're on campus, in halls, or travelling on the shuttle bus, just tap the alert button to share your location and get a fast, targeted response. You can call or message Security directly, helping them locate you to provide assistance quickly.

SafeZone uses geofencing to cover all Imperial campuses and halls – so as long as you're on-site, support is just a tap away.

You can use it for:

- Emergency assistance
- First aid
- General security matters
- Campus incident alerts
- Wellbeing support
- Checking in to share your location
- Reporting suspicious behaviour or items

Build Personal Profiles

Include your specific medical needs such as allergies, medical conditions and disabilities to ensure effective assistance.

Access Wellbeing Support

Looking for wellbeing support? SafeZone makes it easy to find the help you need, whenever you need it. Simply open the SafeZone app and tap the yellow Wellbeing Assistance button to explore the support available to you – anytime, anywhere.

Using this button is completely anonymous – your use isn't logged, and no one will know you've accessed it.

See it? Say it!

Tip Reporting in SafeZone

The tip reporting feature allows you to easily report safety or security concerns on campus directly to the Security and Community Safety team.

Just open the app, tap the See it? Say it! button (top left) and choose a category. You can report anonymously or by name, and choose whether to share your location.

Good to know

Is SafeZone mandatory to use?

No, SafeZone is completely optional and is simply intended as a more efficient and responsive way of communicating with the Security and Community Safety team. All existing telephone numbers to reach the team can still be used.

How is my location data used?

Your location information is only shared when the app is active and when you have either activated an alert or 'checked in'. Your location is only visible when you choose to share it.

How to install it:



STEP 1

Download SafeZone from the iOS or Google Play store.



STEP 2

Register using your Imperial account. Use your @ic.ac.uk email address.



STEP 3

In an emergency on campus or in a hall of residence, press the alert and you'll be connected to the Security and Community Safety team.



Find out more

imperial.ac.uk/admin-services/security/safezone



Protect your property

The most common crimes reported by students relate to the theft of phones, laptops and bikes. You can take a number of steps to protect these valuable possessions. If something does go wrong, we're here to help.

Register your possessions: Register with Immobilise, the UK National Property Register, at [immobilise.com](https://www.immobilise.com). This increases the chance of your property being returned to you if it is lost or stolen. For bikes, the National Cycle Database can do the same: [bikeregister.com](https://www.bikeregister.com).

Mark your belongings: Use an ultra violet pen, available for free from the South Kensington Security Office, to mark your property with your house or room number and postcode, to help police return your property if it is stolen and found.

Track your devices: For electronic devices, including phones and laptops, activate the built-in tracking programs (such as Find my iPhone) when you purchase them. Keep a record of the serial numbers for your devices, including your phone's IMEI number (found by dialling *#06#). This makes it far easier to relocate it should it be stolen.

Back it up: Remember to back up your data and coursework to the cloud or an external hard drive regularly. If anything happens to your laptop, at least you know all of work is still safely available!

Beat the thieves: A security cable for your laptop, costing £10, reduces the likelihood of 'snatch' theft in public spaces. Don't leave your possessions unattended in public spaces – it only takes a few seconds for someone to take it.

Remember that while campus is a very safe space, there are a number of areas that are publicly accessible, meaning you should always be looking after your possessions just as you would off campus.

Good to know



You can purchase a heavily discounted high-quality D-Lock from the Wells Way Cabin, South Kensington.



If you do experience a theft, inform the police and the Imperial Security and Community Safety team. We can support you with reporting the crime.

Protect your home

Whether you are in halls of residence or private accommodation, simple steps can help ensure that your home is safe and secure.

Double check: Lock your windows, doors and any side gates or outbuildings when leaving your home. If you're in private accommodation, make sure that ladders, bins or other items are not left where they could be used as a climbing aid for thieves!

Out of sight: Keep your valuables, keys and any important documents out of sight within your home, and away from doors and windows. In the evening, we recommend you shut your curtains or blinds so that your contents aren't visible to passers-by outside.

Insured: Make sure that you have insured your belongings, and keep the details of your insurance policy in a safe place. If you're living in halls of residence, Imperial provides basic contents cover for the contents inside your room. You can find more information on what this does and does not cover here: imperial.ac.uk/students/accommodation/current-residents/services/insurance



Good to know



If your home is burgled, call the police and the Imperial Security and Community Safety team as soon as you can.



Cybercrime

Your phone, computer and the internet are a fundamental part of modern life, but this can also make you vulnerable to people trying to access your account, data and devices. Remembering these tips could help you avoid becoming a victim of cybercrime.

Smart passwords: Cyber criminals can use your email to access many of your other accounts, so make sure you use a secure, unique password and enable two-factor authentication where available. Password managers can help create and store unique passwords.

Be wary of phishing emails, texts and calls that try to trick you into revealing your passwords or personal information. If you're unsure, don't click links or open attachments.

Sharing is not caring: Never share your bank PIN or passwords with anyone. Your bank will never ask you to disclose your PIN, and Imperial will never ask you to share your password with anyone. If you are worried that someone else has access to your bank account, contact your bank as soon as possible and ask to speak to their fraud department.

Keep your devices secure: Don't leave your phone, tablet or laptop unattended, even for a moment. Lock your device when you're not using it and take it with you whenever possible to help protect your accounts and personal information.

Good to know



The UK government's CyberAware campaign website has lots more information about keeping your data and accounts safe online: cyberaware.gov.uk

Know who you're talking to: Many people use apps or messaging services to meet new people. There are instances, however, of criminals threatening to release private conversations or images that have been shared unless a sum of money is paid to them.

While these cases are rare, you should always take precaution with who you're talking to online. If you feel uncomfortable at any point, end the conversation. If you are a victim of someone threatening you, report it to the police and the Imperial Security Community Safety team.

Find out more: imperial.ac.uk/admin-services/ict/self-service/be-secure/

Emergency Preparedness

Emergencies on campus are rare, but knowing what to do can help you respond quickly and confidently.

If you believe there is an immediate threat to life or serious danger, always call 999 first.

Whether it's a fire, severe weather, a power outage or a security incident, staying calm and following official guidance are the most important things you can do.

Be alerted: During an incident, you may receive an emergency SMS to your registered mobile number (the sender will appear as *SafeZone*), even if you don't have the SafeZone app installed. Whether you're on or off campus, these alerts provide important information and any immediate action you should take.

Download the SafeZone app: Installing the SafeZone app means you'll also receive emergency push notifications. If you're on campus and require assistance, you may be asked to check in so the Security and Community Safety team can see your location. During a major incident, Security may not be able to respond to individual enquiries, so updates and advice will be provided through the Imperial Alerts webpage.

Follow official guidance: Every emergency is different, and the safest response will depend on the situation. Follow instructions from Security, emergency services or Imperial staff. You may be asked to evacuate, shelter inside a building or avoid certain areas. During an incident, we'll update the **Imperial Alerts** webpage with the latest information.

RUN HIDE TELL: In the unlikely event of a firearms or weapons attack:

- **RUN** if it is safe to leave the area.
- **HIDE** if you cannot escape. Stay out of sight, lock or barricade doors if possible and silence your phone.
- **TELL** by calling **999**. If you are on campus you can also notify Imperial Security using SafeZone or by phone 020 7589 1000, provided it is safe to do so.

During some incidents, you may be asked to remain inside a building. Follow official instructions and, if the incident involves an immediate threat from a weapons attack, apply the principles of **RUN HIDE TELL**.

Learn more: Complete the free ACT (Action Counters Terrorism) Awareness training to learn how to recognise suspicious behaviour, respond to security incidents and help keep yourself and others safe.



ACT training

imperial.ac.uk/safety/training/safety-courses/act/



Continue your learning

Want to learn more about staying safe at Imperial?

Our **Safe and Secure Bitesize Training** covers practical topics including:

- Protecting your property
- Fraud, scams and cyber safety
- Campus security
- Active bystanding



Scan the QR code to get started

Contact information

Imperial College London key phone numbers

If you prefer to call us in an emergency, dial **020 7589 1000** from your mobile on any of our campuses.

Additionally, if you are on campus with a physical handset, simply dial **4444** (or **42444** for Silwood Park), and you will be connected to the emergency line.

Important contact numbers

Police, fire, ambulance

- In an emergency: **999**
- Non emergency: **101**

We strongly recommend using the SafeZone app as the primary method to reach the Security and Community Safety team during emergencies.



Find practical advice and updates on security measures by connecting with us on Instagram

Here to help

24/7